



# Anna Leah Lunesa

## EXPERIENCE

### Independent Telephone Surveyor | GI Research

Oct 2022 - Present

- Maintained strict confidentiality and adhered to ethical guidelines when handling respondent information.
- Conducted telephone surveys based on project requirements, following established scripts and guidelines.

### Cold Caller/Text Marketing VA | VirtuPal

Mar 2023 - May 2023

- Generate leads, set appointments, call, text, and conduct agent outreach.
- Handled inbound and outbound telephone calls from interested customers.

### Real Estate Telemarketer | TNT Investors

Jan 2023 - Mar 2023

- Telemarketing operations using CRM to manage customer data, log calls, send SMS, do computer dialing, and generate reporting.
- Used scripted sales strategies to converse with customers reached by manual dialing and automatic systems.

### Cold Caller/Text Marketing | Swift Investments

Jul 2021 - Nov 2022

- Calling and texting leads to determine interest in selling their properties.
- Made appointments with interested customers according to schedule availability.

### Appointment Setter VA | The Embassy Outsourcing Agency

Jan 2020 - Oct 2020

- Setting an appointment and keeping records of potential clients' information and activity.
- Made phone calls and sent emails to establish leads.

### Market Research Interviewer | Dynata Philippines

Jul 2011 - Dec 2019

- Followed strict guidelines to receive unbiased, unprompted responses and kept the confidentiality of respondents' information.
- Conducted phone interviews on political, social, and consumer topics.

## CONTACT

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## EDUCATION

### BS in Biology

University of Southeastern Philippines

## SKILLS

- Telemarketing
- Cold Calling
- Text Marketing
- Data Collection and Recording
- CRM Software
- Appointment Setting
- Communication
- Time Management
- Handling inbound and outbound calls
- Prospecting skills
- Telephone Etiquette
- Customer Service
- Attention to Detail